

**South Carolina Budget and Control Board
Division of the State Chief Information Officer
South Carolina 211 Network Provider Certification
Application Form**

Pursuant to **Section 1-11-770(B) of the South Carolina Code of Laws**, for consideration as a **South Carolina** 211 Network Provider all candidates must complete the following form certifying that all criteria have been met. This form and accompanying documentation must be submitted to the South Carolina Budget and Control Board, Division of the State Chief Information Officer (CIO).

Date: Name of Organization:

Address:

County or Counties to be Served by Organization:

Name of Person Completing the Board's
South Carolina 211 Network Provider Certification Application Form

Name:

Title:

Telephone Number:

Fax Number:

Authorized Signature

Title

Printed Name

Telephone Number

**South Carolina Budget and Control Board
Division of the State Chief Information Officer
South Carolina 211 Network Provider Certification
Application Form**

To be certified by the Board as a South Carolina 211 Network Provider, a candidate shall certify that the organization meets all the criteria listed below.

Provide a brief narrative in the space following each standard explaining how each of the criteria have been achieved. Documentation must include signed written agreements with collaborating agencies which must be submitted with this application.

If the candidate does not fully comply with any of the following criteria, a statement that clearly delineates a specific plan and timeframe for compliance must be provided.

☐ Provides 24-hour, seven days a week coverage either on-site or through written arrangements with other information and referral organizations for after hours coverage, that shall be provided by personnel monitoring the 211 telephone line and shall not be answered through an answering service or answering machine.

☐ Adheres to the Alliance of Information and Referral Systems (AIRS), *Standards for Professional Information and Referral*, 4th edition, revised October 2002, which is incorporated herein by reference, and is AIRS accredited, or has initiated the written application process and shall become accredited within three years.

☐ Has 25 percent or more of eligible staff with AIRS certification as information and referral specialists or resource specialists.

**South Carolina Budget and Control Board
Division of the State Chief Information Officer
South Carolina 211 Network Provider Certification
Application Form**

☐ Works collaboratively and has written agreements with specialized information and referral systems which shall include, but not be limited to, crisis centers, child care resource and referral programs, elder help lines, homeless coalitions, designated emergency management systems, and 911 and 311 systems, where applicable.

☐ Has an established automated information tracking system that maintains call center data that shall include, but not be limited to, call volume, number of abandoned calls, average speed of answering, average call length and other appropriate call center statistics.

☐ Maintains a computerized information and referral system database that has up-to-date information and resource data and the capacity to collect caller information.

☐ Uses the Alliance of Information and Referral Systems and AIRS/INFO LINE Taxonomy and has incorporated the taxonomy into its resource data base.

**South Carolina Budget and Control Board
Division of the State Chief Information Officer
South Carolina 211 Network Provider Certification
Application Form**

☐ Provides 211 services at no charge to callers and does not request or accept fees or compensation of any kind from referred organizations in return for referrals. Does not permit paid advertising or commercials to be heard on the telephone lines or viewed via the Internet if the 211 provider offers Internet services.

☐ Publicizes 211 services through a written public awareness, marketing, advertising and education plan to inform the public of available services.

☐ Provides teletyping (TTY) services for speech and hearing impaired individuals and multilingual accessibility either on-site, or through access to translators.

☐ Has formal agreements with appropriate clearinghouse agencies that provide volunteer or donation management services.

**South Carolina Budget and Control Board
Division of the State Chief Information Officer
South Carolina 211 Network Provider Certification
Application Form**

☐ Ensures quality of service and caller and customer satisfaction through appropriate follow-up and written outcome evaluations.

☐ Shares resource database information with other South Carolina 211 Network Providers.

☐ Tracks information on inquirer needs, unmet needs, and barriers to services and shares this data with other South Carolina 211 Network Providers, and local and state organizations.

☐ Uses a method common to all South Carolina 211 Network Providers to measure and evaluate outcomes for the operation of a 211 call center.

☐ Provides proof of, or application for, authority to conduct business in the State of South Carolina.

**South Carolina Budget and Control Board
Division of the State Chief Information Officer
South Carolina 211 Network Provider Certification
Application Form**

☐ Adheres to the provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

☐ Submits to the Board an annual report documenting the information and referral services provided. The annual report shall include geographical areas served, call volume, number of abandoned calls, average speed of answering, average call length, information on inquirer needs, unmet needs, and barriers to services. This report shall cover the previous year's activities and shall follow the state's fiscal year from July 1 through June 30. The report shall be due to the Board on or before August 1 of each year.

☐ Submits to the Board a prospective five-year budget, including a description of projected sources of funding. Candidates shall also submit to the Board an audited financial statement. Such statement shall be the most recent and complete audited financial statement available and for a fiscal period not more than 18 months old at the time of submission. Such statement shall be by an independent, certified public accountant. In the event qualifying audited financial statements are not available, an unaudited statement along with the entity's federal income tax returns for the preceding two years may be submitted.